

What is claimed is:

1. In a multimedia communication center (MMCC), a client self-help system, comprising:

5 an operating system (OS) including an outward-facing communication interface for accepting communications from clients, and for presenting a display for a connected client;

 an interactive self-help wizard model presented in a graphic interface in the display and configured to a selected client; and

10 a media selection interface presented in the graphic interface by which the connected client may select a particular media for receiving help, and indicate the nature of help desired;

 wherein the self-help wizard is periodically automatically updated in available information according to client transaction history with the
15 enterprise.

2. The system of claim 1 wherein the self-help wizard model is accessible and programmable by a worker connected by a computerized workstation to the MMCC.

20 3. The system of claim 1 wherein the media open to client selection includes WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.

25 4. The system of claim 1 wherein, by selection of a media type, the client initiates a call back in the media selected to a client apparatus compatible with the media selected.

5. The system of claim 4 wherein, by selecting COST or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the client through a telephone number or IP address listed for the client, and the IVR then interacts with the client to provide specific help to the client.

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6. The system of claim 1 further comprising an ordering function tailored to a client providing an ordering interface for parts and services relating to recently acquired enterprise products by the client.

10 7. The system of claim 1 wherein the self-help wizard comprises a reporting function, and the reporting function monitors client activity related to the wizard and makes that activity available to an enterprise agent through the OS.

15 8. A method for providing self-directed aid to clients of an enterprise-hosted multimedia call center (MMCC), comprising steps of:

(a) configuring a graphic self-help wizard interface including a media-selection function for a selected client associated with the enterprise, and presenting the wizard in a graphic display to a connected client;

20 (b) updating the wizard with information periodically according to client transaction history with the enterprise; and

(c) establishing an interactive communication with the client in the media selected in step (a) whereby updated information may be provided to the client.

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9. The method of claim 8 including a step for programming the wizard by an enterprise worker.

10. The method of claim 8 wherein, in step (a), media available through the media selection includes WEB interface, e-mail, interactive voice response, facsimile reception, and downloading of video documents.
- 5 11. The method of claim 8 wherein, in step (a), by selection of a media type, the client initiates a call back in the media selected to a client apparatus compatible with the media selected.
- 10 12. The method of claim 11 wherein, by selecting either COST or IP telephony, the system places a call by an Interactive Voice Response (IVR) unit to the client through a telephone number or IP address listed for the client, and the IVR then interacts with the client to provide specific help to the client.
- 15 13. The method of claim 8 further comprising a step providing an ordering function tailored to a client providing an ordering interface for parts and services relating to recently acquired enterprise products by the client.
- 20 14. The method of claim 8 further comprising a step for monitoring client activity with the wizard and making that activity available to an enterprise agent through the OS.